

## PROCUREMENT

**PROGRAM:**

Automation and Reports Management

**PROGRAM ELEMENT:**

Reengineered Automated Procurement Delivery (RAPID)

**PROGRAM MISSION:**

To operate a comprehensive, integrated e-procurement system that provides vendors who have paid a subscription fee with on-line access to current solicitations of goods, services, and construction contracts

**COMMUNITY OUTCOMES SUPPORTED:**

- Deliver high value, quality procurement information and services for tax dollars
- Provide responsive government
- Foster public/private partnerships and a friendly business climate

**PROGRAM MEASURES<sup>a</sup>**

	FY01 ACTUAL	FY02 ACTUAL	FY03 ACTUAL	FY04 BUDGET	FY05 CE REC
<b>Outcomes/Results:</b>					
Number of RAPID hits	17,455	21,708	24,832	19,500	16,000
Printing and mailing costs (\$000) <sup>b</sup>	53	29	12	12	10
Percentage of vendors using RAPID	5	7	7	6	6
<b>Service Quality:</b>					
Number of complaints received <sup>c</sup>	2	1	4	3	2
Percentage of procurements posted on RAPID	77	80	79	80	85
<b>Efficiency:</b>					
Cost per subscriber (\$)	75.49	93.53	115.29	<sup>g</sup> 96.43	103.20
Cost per RAPID hit (\$)	5.98	5.89	5.68	<sup>h</sup> 7.49	9.88
<b>Workload/Outputs:</b>					
Number of new subscribers	787	<sup>i</sup> 581	643	871	660
Number of current subscribers	<u>596</u>	<u>787</u>	<u>580</u>	<u>643</u>	<u>871</u>
Total subscribers	1,383	1,368	1,223	1,514	1,531
Number of downloads <sup>d</sup>	9,231	11,420	12,753	10,000	8,000
<b>Inputs:</b>					
Expenditures (\$000) <sup>e</sup>	104	128	141	146	158
Workyears	1.5	1.5	1.5	1.5	1.5

**Notes:**

<sup>a</sup>The subscriber and expenditure figures for FY01 - FY03 have been recalculated using a more accurate, consistent methodology. These changes have, in turn, affected the corresponding efficiency measures.

<sup>b</sup>The change in printing and mailing costs represents an important result from the introduction of RAPID, since the availability of on-line access to procurement information is expected to help reduce such costs. FY00 expenditures for printing and mailing were down 37% from the FY98 level and 35.5% from FY99. Continued reductions have at times been offset by efforts to increase the distribution of RAPID literature to Regional Services Centers, libraries, Chambers of Commerce, and procurement seminars, as well as outreach activities to minorities, women, and disabled persons. The shift to standardized NIGP commodity codes in FY01 resulted in a surge in printing and mailing costs from mass mailings to vendors for commodity code review and vendor application packets. A campaign to notify vendors of NIGP code changes continued in FY02, resulting in higher than expected printing and mailing costs. In subsequent years, printing and mailing costs should once again decline.

<sup>c</sup>These include complaints from vendors that could not access the RAPID web site due to development errors or that could not download construction bids with architectural specifications and/or solicitations because the originating department had not converted them to electronic format.

<sup>d</sup>The change to the eMontgomery web site in October, 2000, increased the download activity of RAPID subscribers. The Department's advertising campaign has made subscribers aware that they can view the current contract log, see lists of pending solicitations, and interact with buyers via email.

<sup>e</sup>Includes costs charged to the Automation and Reports Management Program, as well as relevant expenditures for other Office of Procurement programs supported by RAPID, which is beginning to play a key role in many phases of the procurement function.

<sup>f</sup>The number of new subscribers declined in FY02, reflecting the downturn in the economy.

<sup>g</sup>Effective July, 2003, the subscription cost for RAPID increased from \$100 to \$200 (the program cost per subscriber did not increase).

<sup>h</sup>The increase in the FY04 cost per RAPID hit is due to a revision in the calculation of administrative costs.

**EXPLANATION:**

The acquisition of additional information delivery equipment has generated increased vendor activity on the RAPID web site, and the FY01 redesign of the web site increased the percentage of vendors using RAPID. The redesigned web site is more user friendly and offers vendors eCommerce payment options. The site is constantly updated, allowing subscribers to query the list of bid holders, register on line, and update their own subscriber information. Weekly email distributions of new solicitations to subscribers saves vendors time in reviewing comprehensive solicitation listings. In addition, on-line access by subcontractors to the public listing of bidders should provide greater opportunities for minority and other subcontractors. The purchase of three servers in FY02 has helped ensure more interaction and functionality on the site. As part of the progressive migration of Procurement's information infrastructure from a 2-tier to an n-tier architecture, RAPID's content management and administration has been redesigned around an n-tier framework. This improvement has enabled RAPID to be integrated with the department's revenue collection application and will simplify further integration.

The integration of RAPID with Procurement's other web-based operations has led to significant productivity improvements for the department's core and support staff. As such, RAPID has become an integral part of the department's informational operations, including revenue collection and reporting, event registration, mandated notification and listings, public information, and customer outreach.

**PROGRAM PARTNERS IN SUPPORT OF OUTCOMES:** Montgomery County Public Schools; Montgomery College; Housing Opportunities Commission; Washington Suburban Sanitary Commission; Maryland-National Capital Park and Planning Commission; Prince George's County Public Schools; Anne Arundel, Harford, Howard, and Fairfax County governments.

**MAJOR RELATED PLANS AND GUIDELINES:** Maryland Uniform Electronic Transactions Act, Maryland Uniform Computer Information Transactions Act, National Institute of Governmental Purchasers Commodity Codes.

# PROCUREMENT

**PROGRAM:**  
Minority, Female, and Disabled Persons Procurement

**PROGRAM ELEMENT:**  
Compliance

**PROGRAM MISSION:**

To monitor contracts over \$65,000 that are subject to minority, female, disabled (MFD) participation to insure compliance by prime contractors, and to assist prime contractors in identifying approved MFD vendors

**COMMUNITY OUTCOMES SUPPORTED:**

- Encourage a diverse business climate
- Share publicly-contracted dollars throughout the community

**PROGRAM MEASURES**

	FY01 ACTUAL	FY02 ACTUAL	FY03 ACTUAL	FY04 BUDGET	FY05 CE REC
<b>Outcomes/Results:</b>					
Awards to MFD firms as a percentage of the total number of awards	34.5	34.0	37.0	34	36
Percentage of total dollars awarded to MFD firms	18.9	19.2	22.0	20	25
Number of contracts without MFD waivers <sup>a</sup>	5,880	1,918	1,835	800	900
Number of contracts with partial MFD waivers <sup>b</sup>	67	58	51	15	15
<b>Service Quality:</b>					
Percentage of vendors satisfied with the solicitation information that they received from Procurement	NA	54	56	75	80
<b>Efficiency:</b>					
Cost per MFD vendor (\$)	95	52	54	55	53
Cost per MFD award (\$)	9,949	11,218	7,878	18,550	13,713
<b>Workload/Outputs:</b>					
Number of proposals submitted by MFD firms	56	59	15	24	30
Percentage of proposals submitted by MFD firms	15.3	23.0	4.6	11	15
Number of awards to MFD firms for Requests for Proposals <sup>c</sup>	13	7	11	5	7
Percentage of awards to MFD firms for Requests for Proposals	11.3	9.3	10.0	5.6	7.0
Number of contracts with full MFD waivers <sup>d</sup>	222	170	150	90	90
Percentage of contracts with full MFD waivers	3.6	7.9	7.4	10	10
Number of MFD vendors in the database	1,363	1,512	1,602	1,700	1,800
<b>Inputs:</b>					
Expenditures (\$)	129,336	78,529	86,656	92,750	95,990
Workyears	1.0	1.0	1.0	1.0	1.0

**Notes:**

<sup>a</sup>Contracts with no waivers were able to meet the designated MFD goal.

<sup>b</sup>A partial waiver can be granted when the MFD goal has not been fully met by the prime contractor for reasons beyond the prime contractor's control.

<sup>c</sup>The number of awards to MFD firms is directly related to the economic boom experienced by the County for the past 4+ years. The boom has limited the availability of minority firms to take on more work, thus limiting the number of MFD firms that can be utilized as subcontractors on contracts that come under the County's MFD program.

<sup>d</sup>A full waiver can be granted when the prime contractor is unable to meet any portion of the MFD goal for one of several types of reasons described in the governing regulations (e.g. because MFD firms are unavailable or not identifiable).

**EXPLANATION:**

The Montgomery County Office of Procurement is responsible for reporting annual minority, female, and disabled persons (MFD) procurement activity in accordance with Section 11B - 23D of the Montgomery County Code and Section 7 of the Montgomery County Procurement Regulations. The objective of the MFD program is to meet the County's annual goal of awarding a designated percentage of the total dollar value of negotiated contracts over \$65,000 to minority-, female-, or disabled-owned businesses certified by any one of the following agencies: the Maryland Department of Transportation, the Washington Metropolitan Area Transit Authority, or the Small Business Administration Section 8(a) Program. To meet this objective, the program identifies MFD firms, encourages and coordinates their participation in the procurement process through community outreach, and monitors contracts subject to MFD participation to ensure compliance by prime contractors. Any contract having an estimated dollar value of \$65,000 or more is subject to the completion of a performance plan by the prime contractor which establishes the minimum percentage of the contract price that must be subcontracted by a certified MFD-owned business. The goal-setting process is designed to determine in advance of signing the contract what constitutes a reasonable expectation for the awardee in exercising a good faith effort to reach the MFD goals.

The Director of the Office of Procurement may determine whether a contractor has or has not satisfied the MFD requirement. At any time, the Procurement Director may request a waiver, or prospective contractors can request a waiver on their own initiative. The decision to waive the MFD requirements is based on a determination that MFD subcontracting is not possible, and the explanation of the waiver must demonstrate clearly that the prime contractor's failure to meet the goal is for reasons beyond the contractor's control.

**PROGRAM PARTNERS IN SUPPORT OF OUTCOMES:** Maryland Department of Transportation, Federal Small Business Administration, Montgomery County Department of Economic Development and the Business Resource Center, Dun and Bradstreet.

**MAJOR RELATED PLANS AND GUIDELINES:** Maryland Annotated Code, Montgomery County Code Section 11B - 23D, Section 7 of the Montgomery County Procurement Regulations, Federal laws and regulations.

# PROCUREMENT

**PROGRAM:**

Procurement of Goods and Services

**PROGRAM ELEMENT:**

Maryland Public Information Act (MPIA) Requests

**PROGRAM MISSION:**

To respond in writing within 30 days by providing clear, accurate information and/or documentation in response to requests from citizens and from public entities of Montgomery County

**COMMUNITY OUTCOMES SUPPORTED:**

- Deliver high value services for tax dollars
- Provide responsive, consistent, reliable government services
- Build credibility with citizens

**PROGRAM MEASURES**

	FY01 ACTUAL	FY02 ACTUAL	FY03 ACTUAL	FY04 BUDGET	FY05 CE REC
<b>Outcomes/Results:</b>					
Percentage of requestors reporting satisfactory resolution of their:					
Request for bid documents <sup>a</sup>	NA	84	43	46	45
Request for other public records <sup>b</sup>	NA	64	57	54	55
<b>Service Quality:</b>					
Percentage of citizen requests responded to within 30 days <sup>c</sup>	NA	97	100	100	100
Percentage of requests for which an extension of the time to respond was granted <sup>d</sup>	NA	3	0	4	3
Percentage of citizen requests recorded and tracked	100	100	100	100	100
<b>Efficiency:</b>					
Average cost per MPIA request received (\$)	1,120	520	445	623	431
<b>Workload/Outputs:</b>					
MPIA requests received	150	148	203	150	220
<b>Inputs:</b>					
Expenditures (\$000) <sup>e</sup>	167.9	77.0	90.4	93.5	94.9
Workyears <sup>e</sup>	2.5	1.0	1.0	1.0	1.0

**Notes:**

<sup>a</sup>Requests for bid information usually include requests for bid tabulations and unit pricing.

<sup>b</sup>Requests for other public records include requests for contracts, proposals submitted by vendors, evaluations used in contract awards, and other documents.

<sup>c</sup>While the Office of Procurement did not have a way to formally measure the time required for MPIA responses prior to FY02, the new software installed in FY02 tracks the actual response time - by type of record requested - so that requestors can be provided with realistic expectations as to when they will receive a response.

<sup>d</sup>Due to the volume or content of records requested, an extension may be granted for the time to respond.

<sup>e</sup>Expenditures and workyears through FY01 correspond to about one-eighth of the total personnel costs and workyears for the Goods and Services Division (one-eighth of Division time was assumed to be dedicated to MPIA). The March, 2001 hire of a Procurement Specialist dedicated to MPIA is not reflected until FY02. FY02 expenditures include the purchase of an MPIA software application and the salary of the new MPIA Procurement Specialist. The software includes ten licenses: seven are being used in Procurement and three are being used in the County Attorney's Office.

**EXPLANATION:**

Public demand for information and review of public records in the State of Maryland led to the 1970 enactment of the Maryland Public Information Act (MPIA). This legislation, which is patterned after the Federal Freedom of Information Act, creates a process for recording, responding to, and researching requests for information and documentation, and for distributing that information and/or documentation to requestors. Under the MPIA, any Maryland state or local government agency that receives a request invoking MPIA must send a response within 30 days from the date of receipt. A requestor's right to access information is limited by numerous restrictions cited throughout the MPIA. However, whether the request is granted in full, denied in part (redacted), or denied in full, responses must meet the 30 day requirement, unless an extension has been granted.

The Office of Procurement has received the majority of the MPIA requests which come to Montgomery County because of the many issues that tend to be associated with contracts and contract awards. Goods and Services Division staff have been responsible for ensuring that MPIA requests are identified and tracked in a database from receipt to response, for searching for the relevant information/documentation, and for preparing formal responses to the requests.

The knowledge-based software purchased in FY02 facilitates the provision of MPIA responses and allows users to construct responses using standard templates, making it easy to insert relevant legal citations and to mask out information that is confidential and therefore exempt from disclosure. The intent is for the system to be able to locate contract files electronically, allow collaboration between departments, and improve workflow management.

**PROGRAM PARTNERS IN SUPPORT OF OUTCOMES:** Office of the County Attorney.

**MAJOR RELATED PLANS AND GUIDELINES:** Maryland Public Information Act.